| n Re Application Of: Da | | TERFERENCES (Large Ent | ity) 6065-75339/2 |
|---|--|--------------------------------------|-------------------------|
| Serial No. 09/505,318 | Filing Date 02/16/2000 | Examiner Vu, Thong H. | Group Art Unit 2/3 2142 |
| Invention: ACD MULT | IMEDIA CUSTOMER CONTA | CT ROUTING WITH DELAY AN | NOUNCEMENTS |
| | | | DEC 0 1 2003 |
| | <u> </u> | | Technology Center 2100 |
| | TO THE COMMISS | SIONER FOR PATENTS: | |
| | | | |
| ☐ A check in the amo | ount of the fee is enclosed. | ge fees in this application to a Dep | osit Account. |
| ☐ The Director has a ☐ The Director is her | ount of the fee is enclosed. Iready been authorized to char | ge fees in this application to a Dep | |
| □ A check in the amo □ The Director has a ☑ The Director is her overpayment to De | ount of the fee is enclosed. Iready been authorized to charge any for | , '' | |

CC:

Abby Boone

Typed or Printed Name of Person Mailing Correspondence